

DHA Data Presentation

Agenda

- 1 SB 1289 Call Center Data
- 2 Medi-Cal Enrollment and Renewals Dashboard

SB 1289 Measure 1: Total Call Volume

FY 2026, Quarter 4, April–June 2026

465,236

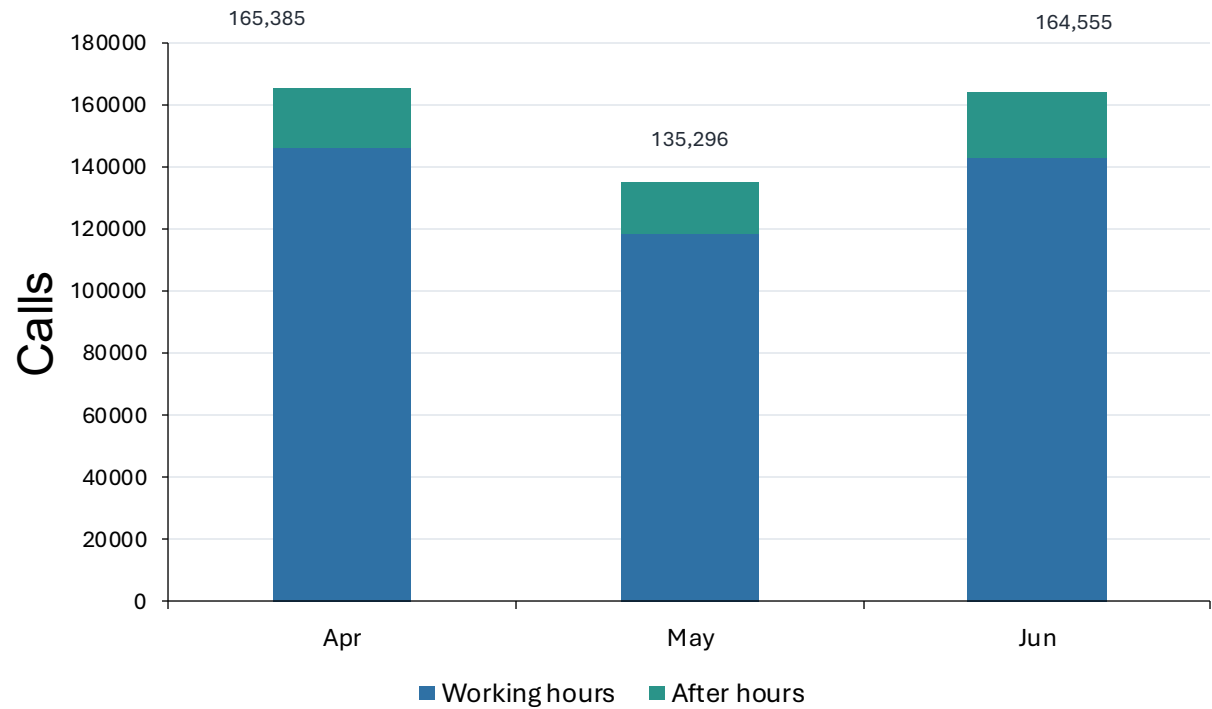
Total calls received

407,611

During working hours

57,625

After working hours



Month	Working Hours	After Hours	Total
Apr	146,196	19,189	165,385
May	118,350	16,946	135,296
Jun	143,065	21,490	164,555

Call volume remained high across the quarter. After-hours calls represented approximately 12%–13% of monthly volume.

SB 1289 Measure 2: Average Wait Time

FY 2026, Quarter 4, April–June 2026

Quarter average wait

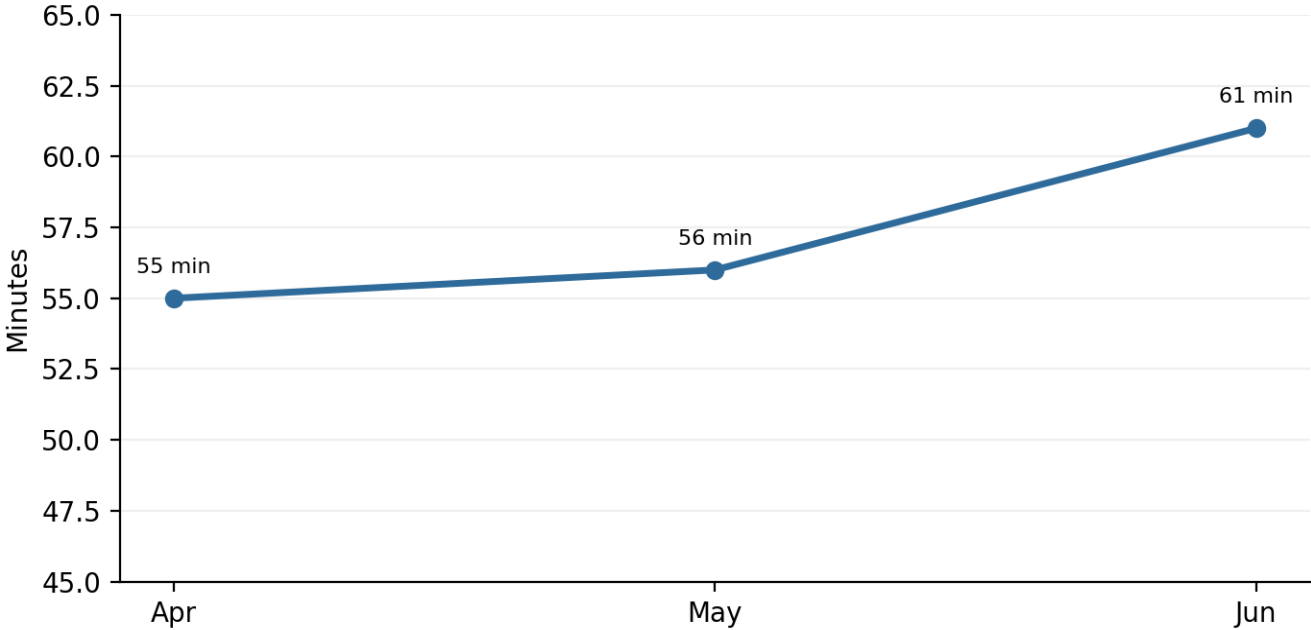
0:57

Lowest month

Apr (0:55)

Highest month

Jun (1:01)



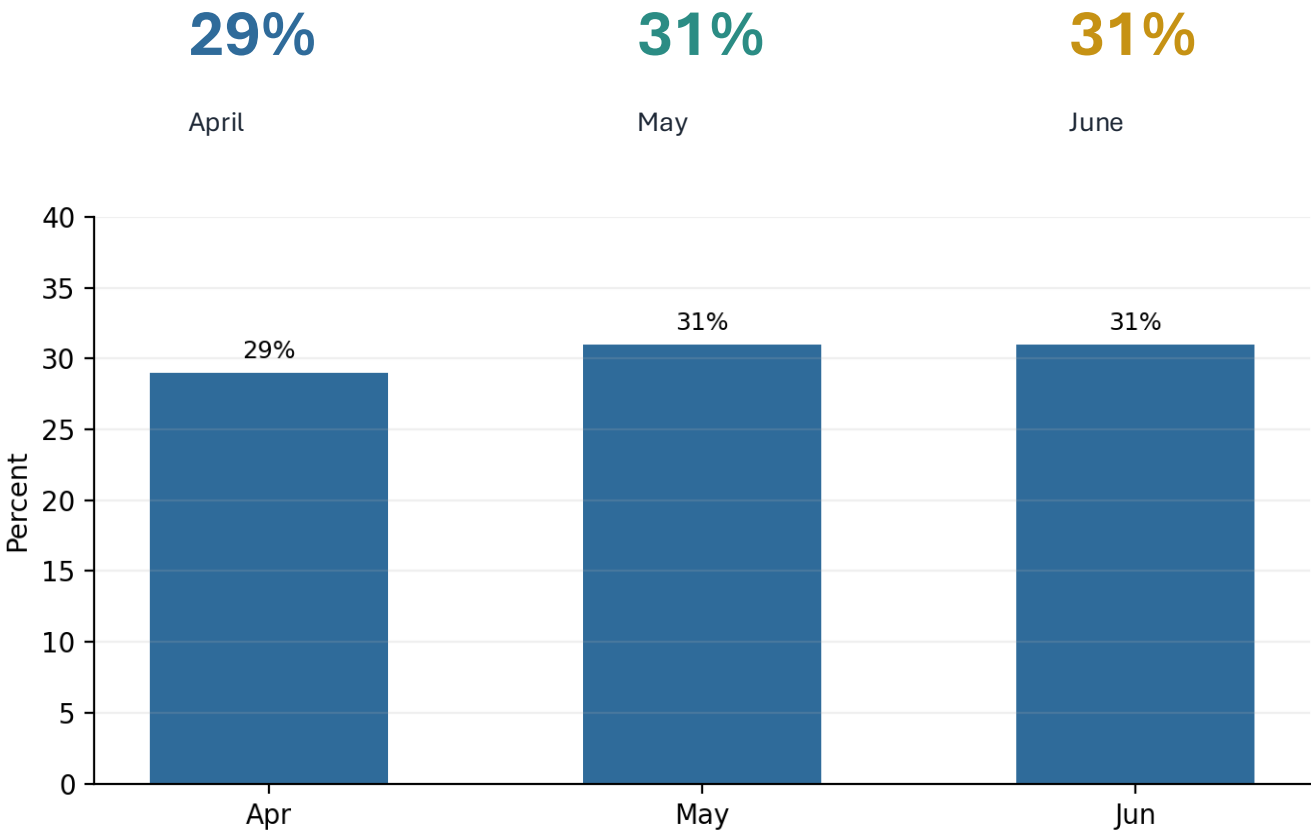
Month	Average Wait Time
Apr	0:55 hrs
May	0:56 hrs
Jun	1:01 hrs

Wait time increased modestly from April to June. This measure should be viewed with call volume and staffing context.

Average wait time for all languages; detailed language-level data is posted by DHCS

SB 1289 Measure 3: Average Abandon Rate

FY 2026, Quarter 4, April–June 2026



30%
Quarter average abandon rate

Month	Abandon Rate
Apr	29%
May	31%
Jun	31%

Average abandon rate was relatively stable during the quarter, ranging from 29% to 31%.

Medi-Cal Enrollment & Applications

April 2026 | DHCS public dashboard

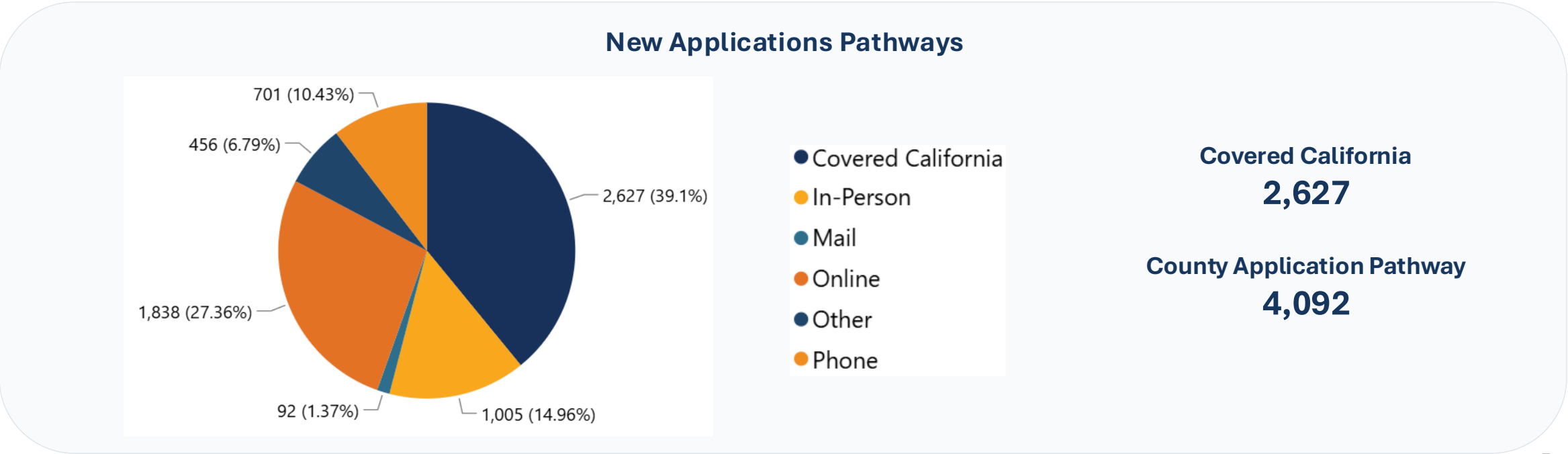
Total Enrollment
609,345

Applications Received
6,719

Applications in Process
6,326

Eligible for Coverage
8,021

Newly Enrolled
2,036

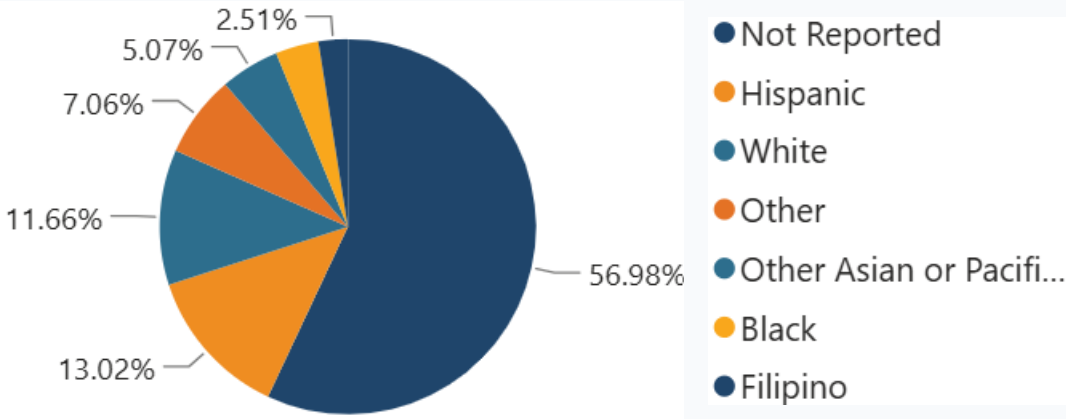


Newly Enrolled

April 2026 | DHCS public dashboard

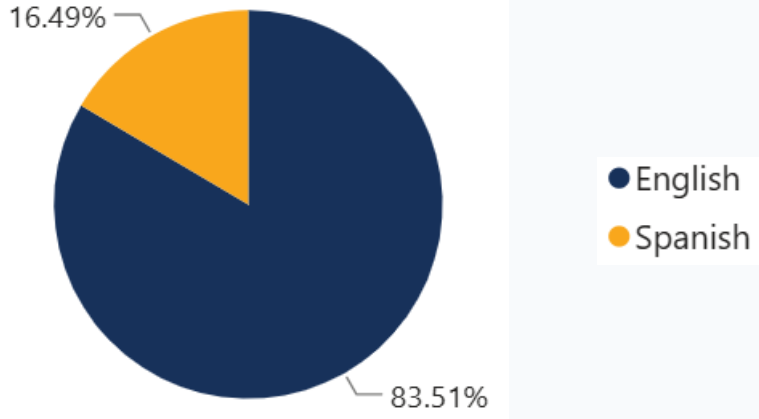
Newly Enrolled in April 2026

Race/Ethnicity distribution



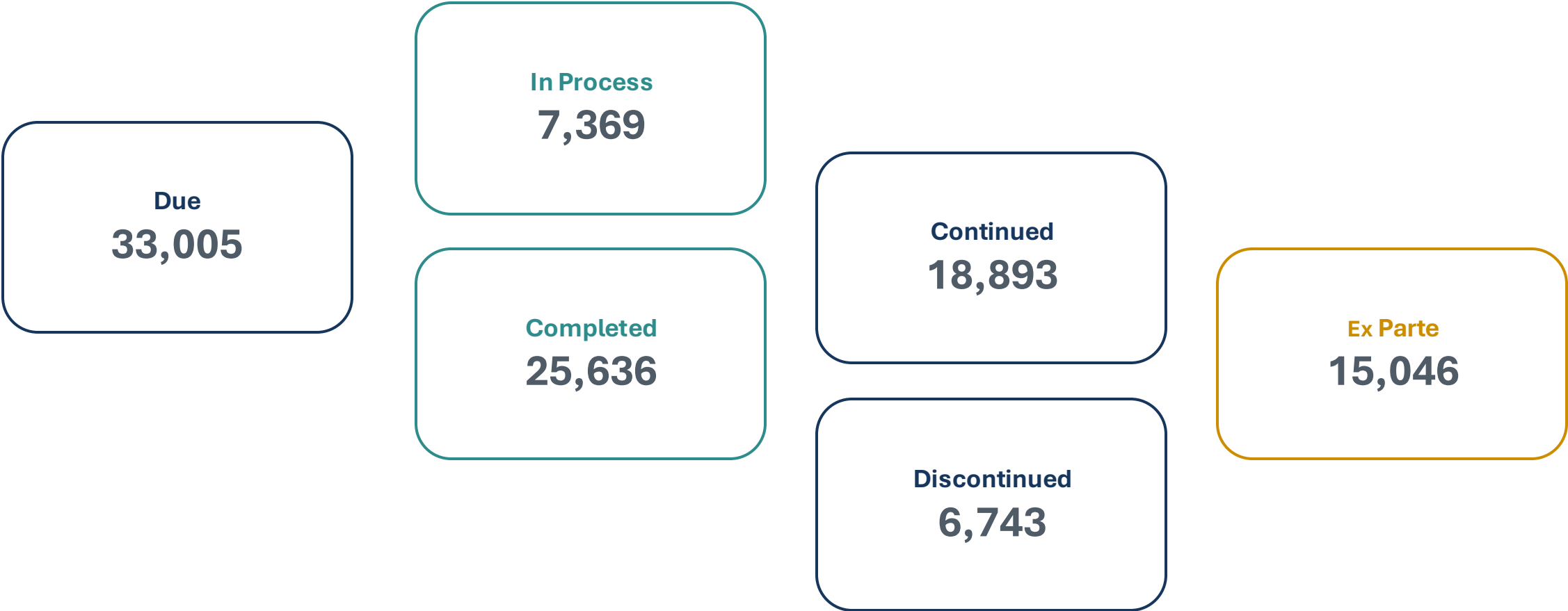
Newly Enrolled in April 2026

Written Language distribution



Monthly Redetermination Processing

April 2026 | DHCS public dashboard

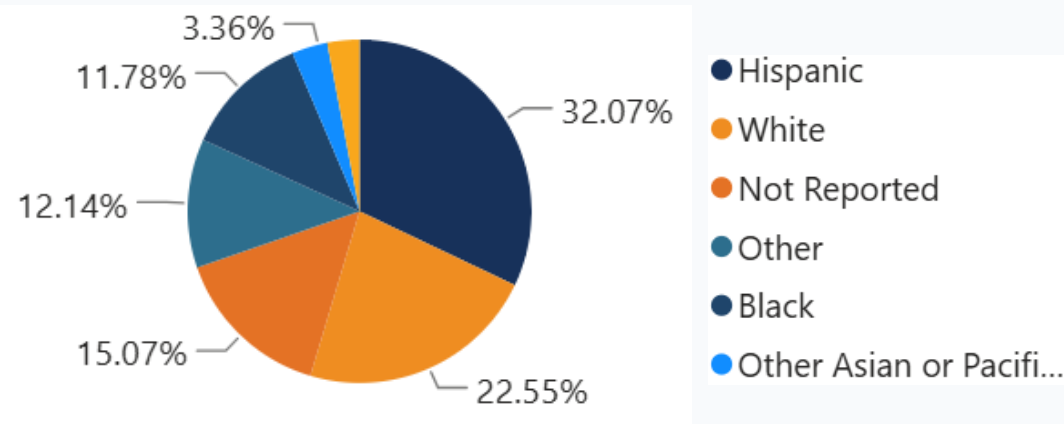


Redeterminations Due and Completed

April 2026 | DHCS public dashboard

Redeterminations Due 33,005

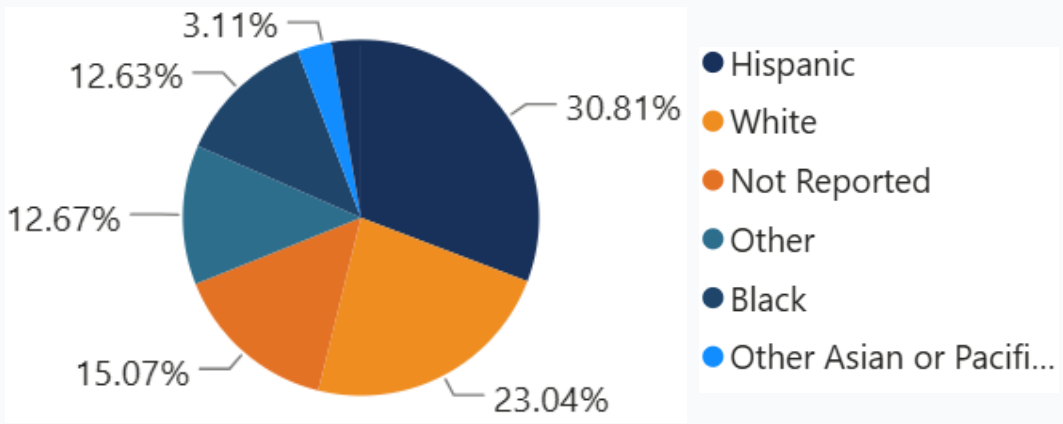
Race/Ethnicity distribution



April 2026

Redeterminations Completed 25,636

Race/Ethnicity distribution



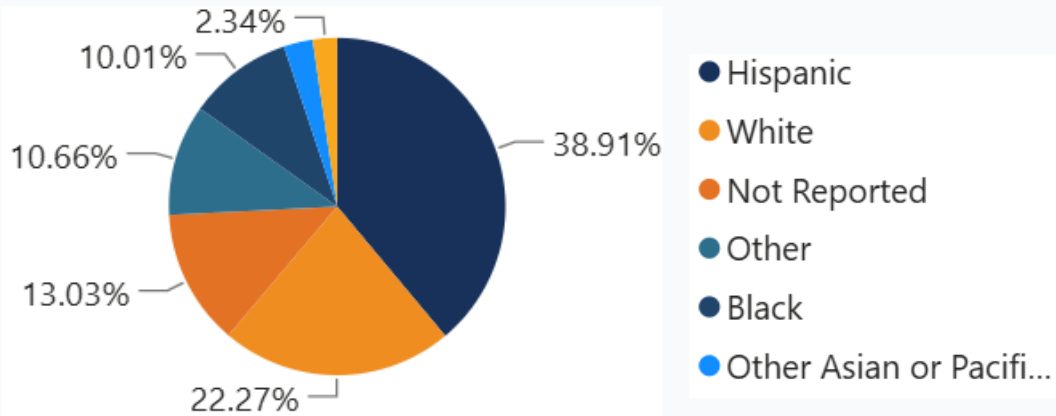
April 2026

In Process and Continued in Coverage

April 2026 | DHCS public dashboard

Redeterminations In Process 7,369

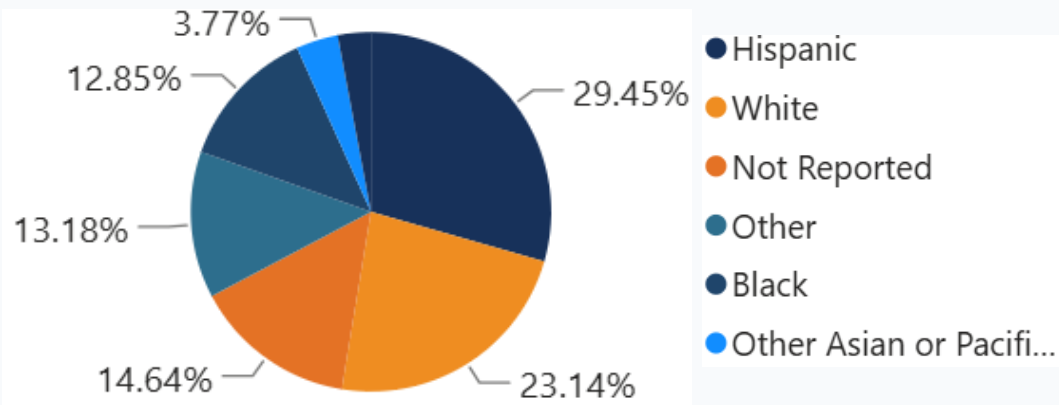
Race/Ethnicity distribution



April 2026

Continued in Medi-Cal Coverage 18,893

Race/Ethnicity distribution



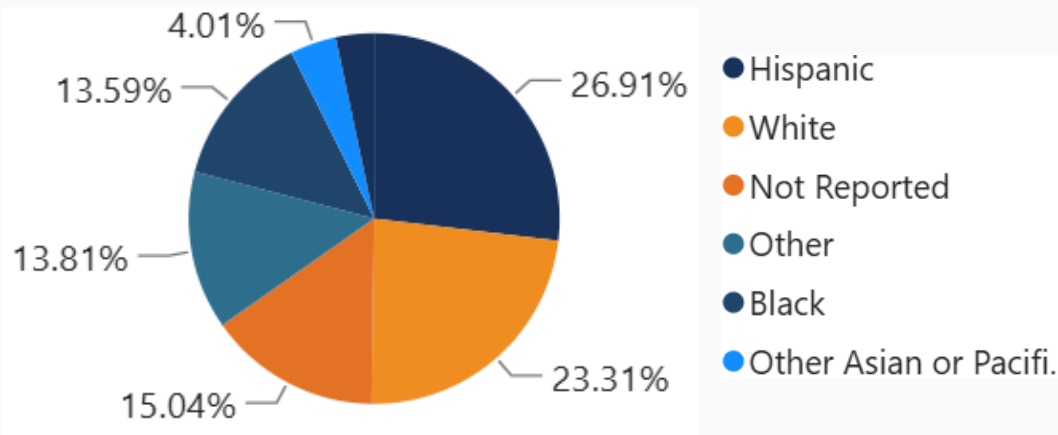
April 2026

Ex Parte Renewals and Discontinuances

April 2026 | DHCS public dashboard

Renewed via Ex Parte 15,046

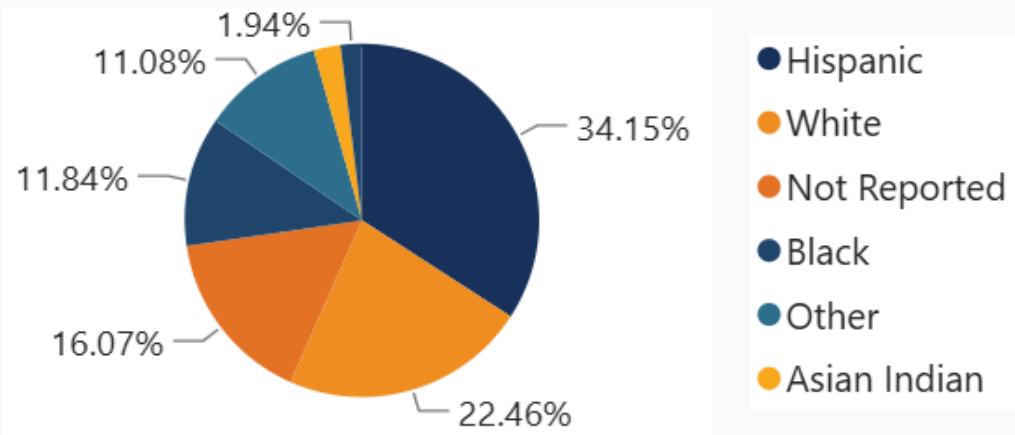
Race/Ethnicity distribution



April 2026

Discontinued 6,743

Race/Ethnicity distribution



April 2026

Thank You

Questions?

Sacramento County Department of Human Assistance